GOVERNMENT OF ANDHRA PRADESH
ABSTRACT

Mee Seva Framework- A Comprehensive set of Guidelines for Development, Implementation/Operationalization, Sustenance and Maintenance & Support of all G2C, G2B & G2G Services delivered electronically from all State Government Departments/Districts using Mee Seva Platform– Orders issued.

INFORMATION TECHNOLOGY, ELECTRONICS & COMMUNICATIONS DEPARTMENT
(Portal wing)

G.O. MS. No. 5

Dated: 19 - 02-2014
Read the following:

01.	G.O.Rt No. 17, IT&C Dept, dated 30.1.2004
02.	G.O.Ms No. 23, IT&C (eGov) Dept, dated 02.11.2007
03.	G.O.Rt No. 17, IT&C Dept, dated 26.7.2008
04.	G.O.Ms No. 13, IT&C (eGov) Dept, dated 24.04.2008
05.	G.O.Ms No. 9, IT&C (eGov) Dept, dated 08.12.2009
06.	G.O.Ms No. 10, IT&C (Infrastructure) Dept, dated 18.10.2011
07.	G.O.Ms No. 12, IT&C (Infrastructure) Dept, dated 24.10.2011
08.	G.O.Ms No. 1, IT&C (Infrastructure) Dept, dated 03.01.2012
09.	Lr.No.24(2)/PMU/IT&C/2012, Dept, dated: 08.02.2012
10.	G.O.Ms No. 3, IT&C (Infrastructure) Dept, dated 22.02.2012
11.	G.O.Ms No. 4, IT&C (Infra) Dept, dated 01.03.2012
12.	G.O.Ms No. 29, IT&C (Infrastructure) Dept, dated 25.07.2012
13.	G.O.Ms No. 45, IT&C (Infra) Dept, Dated 09.10.2012
14.	G.O.Ms No. 2, IT&C (Portal Wing) Dept, dated 03.01.2013
15.	G.O.Ms No. 4, IT&C (Portal Wing) Dept, dated 29.01.2013
16.	G.O.Ms No. 13, ITE&C (Portal) Dept, dated 26.8.2013
17.	G.O.Ms No. 16, IT&C (eGov) Dept, dated 06.09.2013
18.	U.O. Note 100(52)/IT&C/Portal/2012 dated 20.12.2013
19.	G.O.Ms No. 1, ITE&C (Portal) dated 1.1.2014

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ORDER:

Mee Seva is a web based platform, enabling 'Any Where, Any Time' access to delivery of citizen centric services through Mee Seva centers (CSCs) and Online mode. It was initiated in 2011 and has emerged as the primary mode for electronic delivery of G2C, and G2B services from multiple departments in the Government of Andhra Pradesh. Mee Seva platform has consolidated the previously existing electronic service delivery channels such as eSeva and APOnline, to deliver more citizen-centric services from different Government departments in a unified manner. Mee Seva platform incorporates State Service Delivery Gateway (SSDG) for enabling Integrated Service Delivery across State Government Departments. The number of G2C services delivered through Mee Seva platform has increased from about 30 Services from 4 Departments in 2011 to more than 250 Services from 18 Departments as of now. Mee Seva services are delivered through nearly 7084 Kiosks/Citizen Service Centers in A.P. Mee Seva utilizes the IT infrastructure like State Data Center (SDC) for housing all the Departmental applications, State Wide Area Network (SWAN) for connecting all Departments and CSCs (Common Service centers) created under NeGP initiative of Government of India.

2.   To systematize and codify the service development and deployment process, Government after careful consideration directs respective departments to adhere to the framework comprising of the following components -

i.   Identification and Notification of services - In compliance to AP IT (ESD) Rules, 2011, in the G.O 6th read above, all competent authorities/Heads of the Department shall identify and publish immediately, the list of public services of the departments that shall be delivered through electronic mode.

ii. Service Development Protocol - This would cover all the stages from conceptualization to final development, including Departmental application development, Database creation, categorization of services, appointment of nodal officers, requirements of hardware, software, connectivity etc. Software development shall be done by following the methodology as spelt out in para 4.2 of State eGovernance Framework in the G.O. 19th read above. Details are provided in Annexure I.

iii. Service Delivery Protocol - Services shall be delivered through a Central portal utilizing the existing framework of Mee Seva centers, Service Center Agencies linked to Director ESD. The charges for each service delivered will be based on the category of service. However, Secretary ITE&C, in consultation with the concerned Department shall be authorized to enhance the User charges depending upon the effort involved at various levels. The distribution of user charges shall be in accordance with the existing norms. Details are provided in Annexure II.

iv. Administrative Protocol - The administrative structure in the form of the Apex Committee, Management Committee, State eGovernance Society, District eGovernance Society, Director ESD, Addl. Dir. ESD, SCAs, Mee Seva Centers etc. has been put into place as described in Annexure III.

v.   Legal Protocol - In the G.O. 6th read above, AP IT (ESD) Rules, 2011 have been issued authorizing use of digital signatures, notification of services in 6 months and bringing all services under electronic delivery mode within 5 years, Vigilance Guidelines, online verification guidelines. Details are provided in Annexure IV

vi. Fund Transfer Protocol - All the Mee Seva Centers and SCAs/CSPs shall operate in a Pre-paid model with Director ESD. The User charges shall flow in the respective accounts, while statutory charges shall flow in to the Treasuries online as per details in Annexure V. Major revenue earning departments operating through Mee Seva Online shall be directly connected to Cyber Treasuries for immediate payments into Treasuries without multiple levels of reconciliation.

vii. Maintenance protocol - In order to run Mee Seva smoothly the services, hardware, connectivity, system and application software shall require continuous preventive maintenance and incident management, Disaster Recovery Center, selection of maintaining agency etc. as per details in Annexure VI. All the feedback mechanism like MRTS shall form a part of this protocol.

viii. Capacity Building Protocol - Continuous training mechanism for existing and new services has been put in place. These include class-room trainings, training through videoconference and online training videos. Online training and testing system has also been put in place for the Mee Seva Centers as detailed in Annexure VII.

ix. Publicity Protocol - In order to publicize the new services, which are joining Mee Seva, wide publicity shall be provided by Director ESD as detailed in Annexure VIII. Publicity will focus on launch of new services as well as general publicity and awareness campaigns in print and electronic media, road-shows, rallies, competitions etc.

x.   System of Awards and Rewards -In order to encourage good work and to create a sense of competition amongst all the stakeholders a system of Awards shall be put in place as detailed in Annexure IX. The Awards for the Departmental officials shall carry some marks and these marks shall be added to their performance appraisal while considering them for counseling for transfers.

xi. <u>Grievance Redressal protocol</u> - All the grievances/feedback received from the public and other sources shall be received through Helpline (1100) and through the portal. Social media shall also be utilized for this purpose as per details in Annexure X.

3.   In compliance to the AP IT (ESD) Rules 2011, all Departments are mandated to notify all their G2C services that shall be delivered through Mee Seva and should move to the electronic mode of delivery. The hardware, software, application development and database requirements shall be taken care by ITE&C Department to the extent possible. The expenditure incurred by IT&C Department shall be recovered from the User charges of the respective Departments over a period of time.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

Dr. P.K. MOHANTY,
CHIEF SECRETARY TO GOVERNMENT.

To
All Spl. Chief Secretaries/ Prl. Secretaries/Secretaries of AP Secretariat.
All the Heads of Departments.
All the District Collectors.
<u>Copy to:</u>
The PS to Chief Secretary, GoAP.
The PS to Secretary, ITE&C Department
SC/SF

//:: FORWARDED BY ORDER::://

SECTION OFFICER

Annexure I: Service Development Protocol

Service Development Framework:

Service Development Block within Mee Seva constitutes of various activities starting from Identification of Nodal officer for the services to providing digital signature for final Approval authority of the service.

Below are the lists of steps that departments need to follow in the development of Mee Seva Services:

1. **Identification of Nodal Officer and System Integrator:** The Team Leader (TL) of the System Integrator (SI) who has been identified by ITE&C for service development and Nodal officer (NO) of the department services need to be identified at the first stage. The TL and NO would be point of contact for the entire development of the identified department services.

2. **Requirements Gathering of the services:** The requirements gathering of the services involves the TL of the SI and the NO of department where the input forms, output forms and departmental workflow along with PKI integration (Digital Signature) requirements are finalized. In this stage of service development, the categorization of services is also achieved where services are identified as either Category A Service (Service delivered across the Counter) or Category B Service (Service which has Departmental Workflow)

3. **Digitization Requirements/Database Migration to SDC:** Category A services which are delivered across the counter requires all the records to be digitized. For the same it is necessary for the department to identify the records across the state that is to be digitized before the development process has begun. For Category B service, Departments which have departmental application need to migrate the entire data and their servers to SDC so that more facilities of maintenance etc., can be availed by the department.

4. **Software Requirements Specification Document:** This document contains all the information pertaining to the services and the technical details of the services such as validation, creation of centralized application or integration with departmental application. The SRS document is to be approved by the Department for the development process to begin.

5. **Timelines and Resource Allocation:** Once the SRS document is signed by the department, the SI has to share the timelines and resources allocated for the development of services.

6. **Development of Services:** This is the main stage of Process which involves development of front end User Interface for the services, Central Application (where department application doesn't exist) or Integration with the Departmental Application (where department application exists).

7. **PKI Component Integration:** PKI component or Digital Signature Component is essential and prerequisite for the operational of Mee Seva services. PKI component integration is to be integrated with the centralized application or the departmental application whichever is applicable for the department.
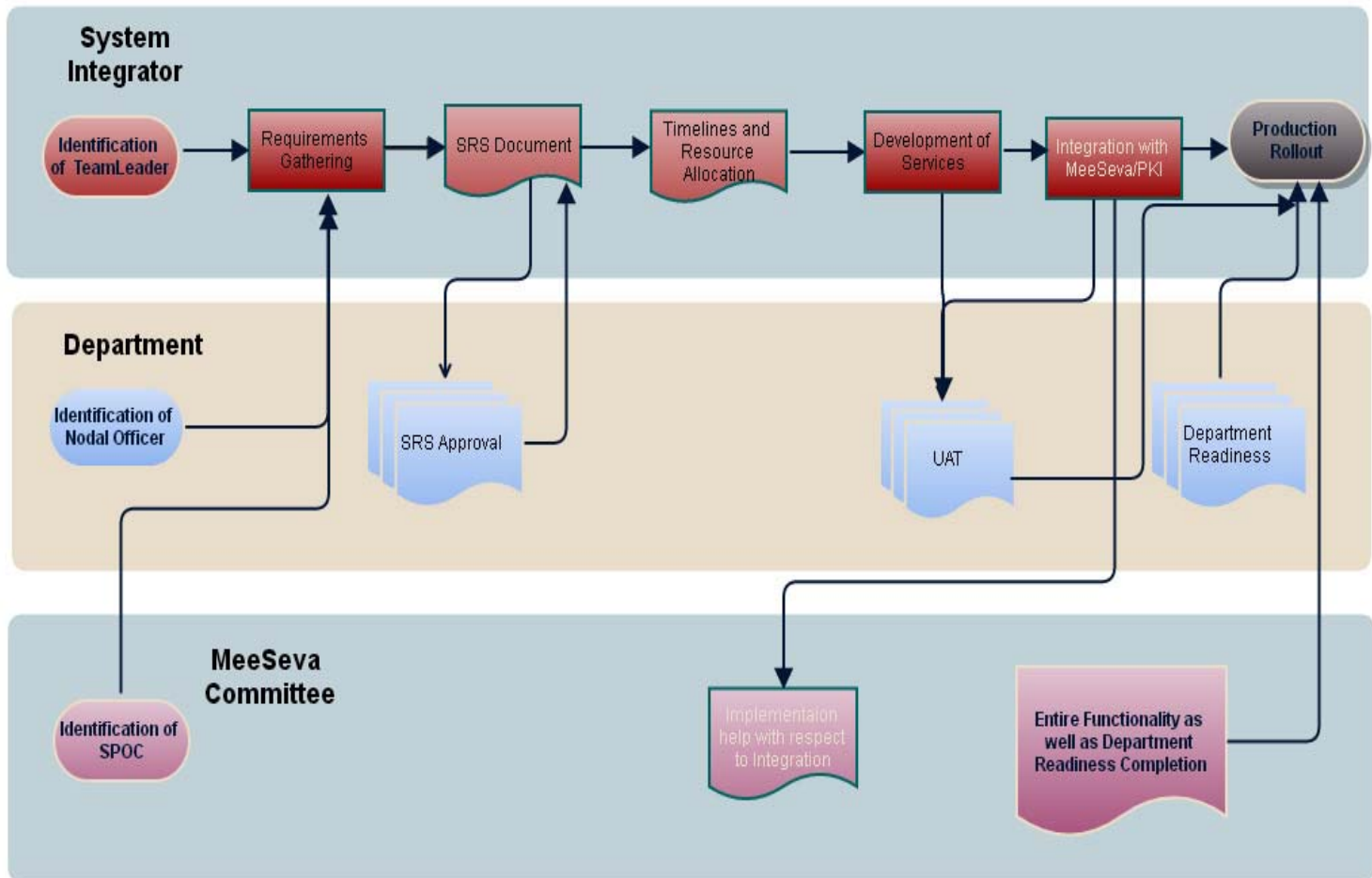

Fig 1 : Service Development Protocol Process

8. **Integration with SSDG/Mee Seva:** This section of service development involves integration with the State Service Delivery Gateway or Mee Seva for a single entry point for the service delivery across various kiosks. The same is also necessary for the single MIS report to be generated at the Mee Seva.

9. **Testing and UAT:** This section involves the functional testing, unit testing and load testing of the services. After the testing, it is mandatory by the department to test the entire functionality of the services and provide User Acceptance Testing. UAT is mandatory for moving the services to production.

10. **Department Readiness:** This step of service development is crucial for the services to move to production. Infrastructure requirements of department such as Computers, Servers

connectivity, if any required for the department are to be listed by the department for the services to be delivered. Also, Digital signatures are to be procured for all the officers who are approving authority of the services.

11. **Production Rollout:** After the UAT and department readiness, the services would be moved to Production with the department approval.

Annexure II: Service Delivery Protocol

In the state of Andhra Pradesh, citizen centric services are delivered through Mee Seva. This document lays down the protocols for delivering services through Mee Seva.

Service delivery protocol comprises of the following three components -

- Mee Seva center (also called Authorized agent)

- Service Center Agencies (also called Authorized service provider) and

- Director, Electronic Services Delivery

Mee Seva Center

These centers are established to cater to citizens' service requests. These centers have basic infrastructure like computer, printer, scanner and UPS for delivering these services. More than 7000 Mee Seva counters are made available across the State, both in rural and urban with a uniform look and feel conforming to the Guidelines issued by the State. Wherever there is any shortfall, new CSCs are established as per prescribed Guidelines issued by State. All the delivery channels like eSeva centers, CSCs, RSDPs etc. have been subsumed as Mee Seva Centers.

Service Center Agency/ Citizen Service Providers

The Service Center Agency is required to establish a network of Mee Seva Centers (or manage already established) for delivering services electronically in conformity with the AP IT (ESD) Rules, 2011. The state is divided into rural areas and urban areas, each comprising of 3 zones.

Director, Electronic Services Delivery

Director, Electronic Services Delivery has been notified under the AP IT (ESD) Rules, 2011 and shall be responsible for smooth running of Mee Seva operations. He shall be the administrative controller of the entire Mee Seva and its components.

Categorization of services

Services that can be delivered to citizens are categorized into two.
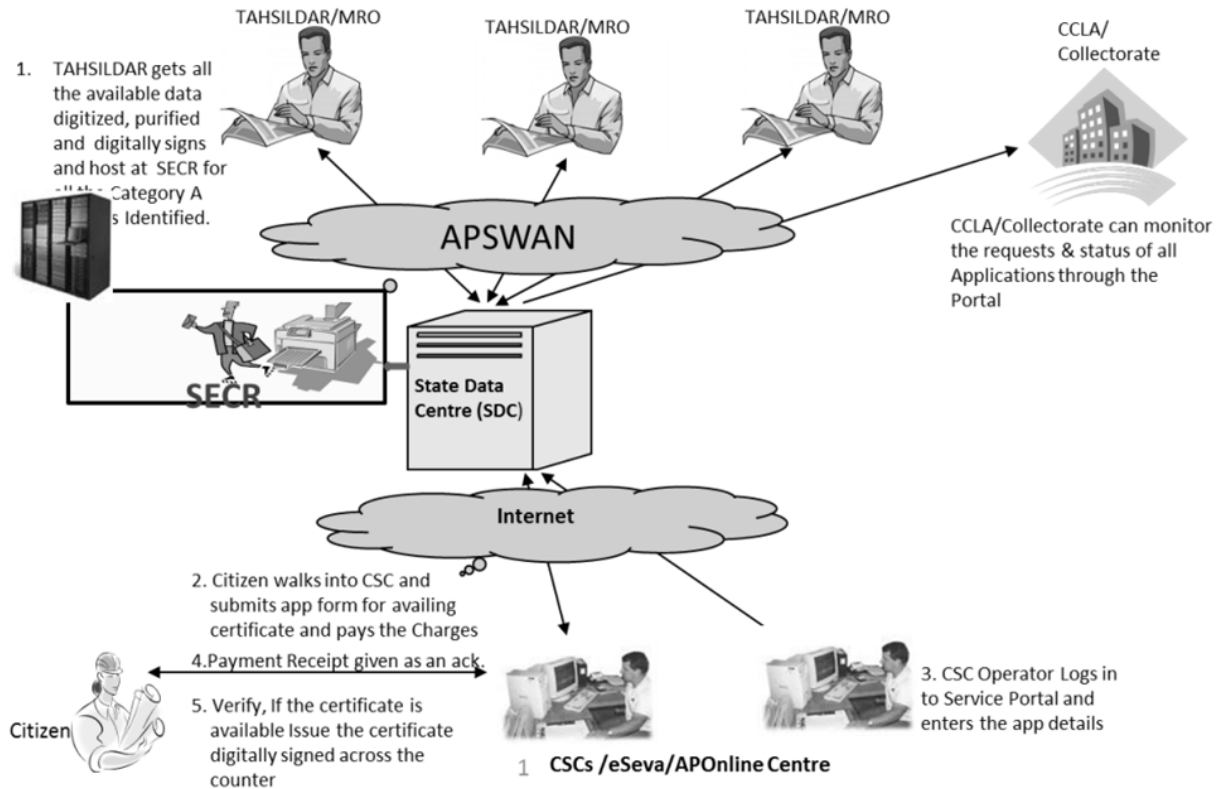
1. Category A - delivered across the counter by accessing digitally signed information stored in central databases in SDC.

2. Category B - services involving mandatory Departmental work-flow and field verification

Citizens approach the Mee Seva center for delivery of service. If the service is of Category A, the operator accesses the digitally signed database and delivers the certificate immediately (SLA of 15 minutes). In case the request is of Category B, the requests are routed through the web services to the respective departments. Then the department user has to log into either the departmental portal, if it exists or Mee Seva directly with secure user id, password and digital certificate wherein he can see all the requests submitted by the citizens at various centres like APOnline/eSeva/CSC.
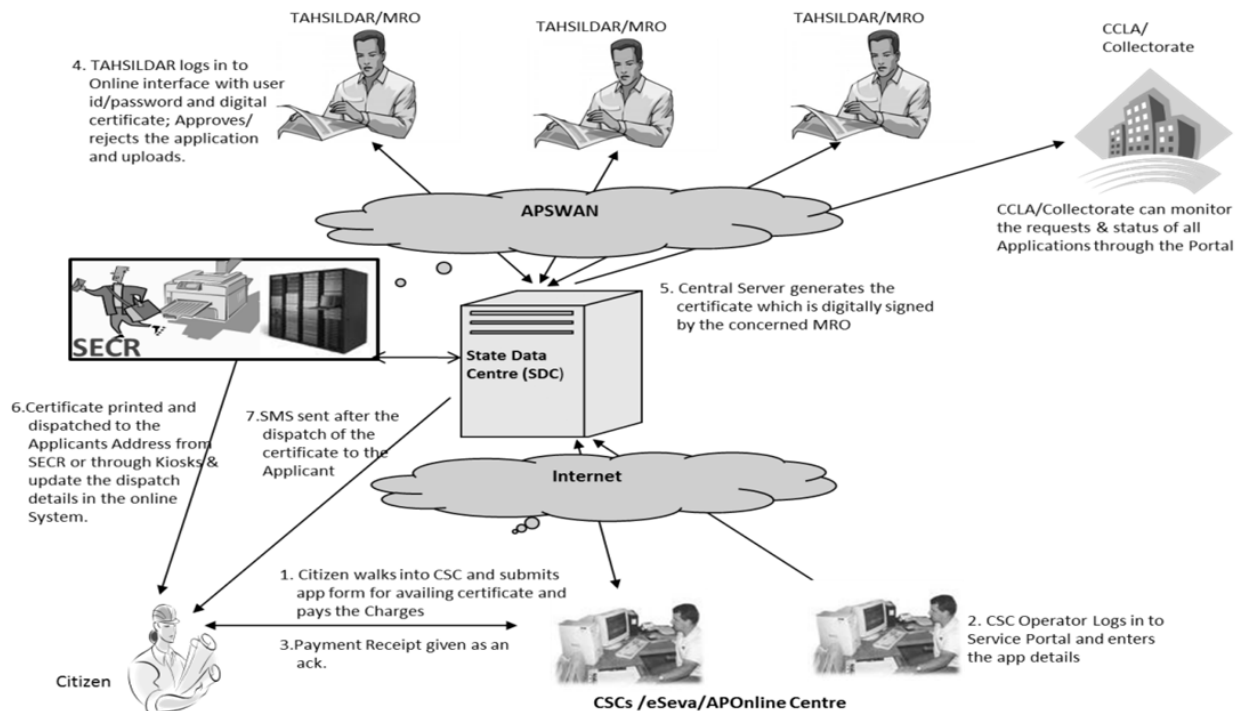
Process flow in Mee Seva

The schematic process flow diagram is given below.

Category A Services – Process Flow

1. TAHSILDAR gets all the available data digitized, purified and digitally signs and host at SECR for all the Category A s Identified.

CCLA/Collectorate can monitor the requests & status of all Applications through the Portal

2. Citizen walks into CSC and submits app form for availing certificate and pays the Charges
4. Payment Receipt given as an ack.
5. Verify, If the certificate is available Issue the certificate digitally signed across the counter

3. CSC Operator Logs in to Service Portal and enters the app details

1 CSCs /eSeva/APOnline Centre

Category B Services – Process Flow

4. TAHSILDAR logs in to Online interface with user id/password and digital certificate; Approves/ rejects the application and uploads.

CCLA/Collectorate can monitor the requests & status of all Applications through the Portal

5. Central Server generates the certificate which is digitally signed by the concerned MRO

6. Certificate printed and dispatched to the Applicants Address from SECR or through Kiosks & update the dispatch details in the online System.

7. SMS sent after the dispatch of the certificate to the Applicant

1. Citizen walks into CSC and submits app form for availing certificate and pays the Charges
3. Payment Receipt given as an ack.

2. CSC Operator Logs in to Service Portal and enters the app details

CSCs /eSeva/APOnline Centre

Sharing pattern of User charges

The User charges collected are divided amongst the Mee Seva Center, SCA, Director ESD and the respective Department in the following manner -

Category	Total user charges inclusive Service Tax	Infra	Department	Stationery *	Balance amount **
A	25	3	7	1.25	Balance shared between ESD and SCA/CSP/VLE as per agreement
B	35	5	7	1.25	Balance shared between ESD and SCA/CSP/VLE as per agreement

* Stationery cost may be varied subject to vendor.
** The sharing between ESD & SCA / CSP may vary as per agreement

Note: In some services pertaining to Civil Supplies, Election, Agriculture lower user charges are being collecting for public convenience as per the request of the Department. In some cases the ESD is not charging its share to make transaction charges lower for public convenience.

Annexure III: Administrative Protocol

Administrative protocol has been prescribed for administration of the entire Mee Seva service delivery system. The following committees have been formed.

1) Apex Committee
2) State Project Committee
3) Advisory Committees
4) DeGS and SeGS

Apex Committee

An Apex Committee & State Project Committee constituted under G.O. Ms. No. 9 IT&C (eGov) Dept dated: 8-12-2009.

Apex Committee shall provide the direction for migration of more and more department services delivered manually to electronic mode. Through amendments included in G.O. Ms. No. 4 IT&C(Portal) dated 29th Jan 2013, Apex Committee is empowered to review the Mee Seva Services implementation.

State Project Committee

State Project Committee shall co-ordinate the infrastructural requirements for all e-Governance Projects in the Government, as per G.O. Ms. No. 9 dated 8 December 2009.

Advisory Committees

Advisory Committee's at State / District / Divisional level for supervising the functioning and inspecting of Mee Seva Centers and take action under the purview of ESD Rules are formed especially with respect to

- Maintaining suitable Infrastructure and look & feel
- Regular functioning of Mee Seva Centers
- Collecting stipulated user charges
- Maintaining good Public relations & behavior with the citizens.
- To monitor that that centers follow the guidelines issued in the ESD Rules & do not resort to malpractices through GO.Ms.No.13 ITE&C(Portal) Dated:26-8-2013

The Director, Electronically Deliverable Services (EDS) has been empowered to perform the roles and functions of Director (ESD) as given ESD Rules 2011 through G.O. Ms. No.12 IT&C(Infra) Department Dated:24-10-2011. Besides this, in order to have field presence in all the districts, the Joint Collectors of all districts are nominated as Additional Directors (ESD) and their responsibilities as Additional Directors(ESD), administering Mee Seva are spelt in G.O. Ms. No.4 IT&C(Infra) Department Dated : 01-03-2012

Digital Signature has been made mandatory as a proof of approval by the Designated Authority for electronically delivered services. Further it lays down the duties of all Government Officers towards enabling delivery of all public services through electronic mode through GO.Ms.No.10 IT&C(Infra) Department Dated:24-10-2011.

District e-Governance Society (DeGS) & State e-Governance Society (SeGS)

DeGS is constituted in all 23 districts to implement e-Governance projects and to ensure close linkages and coordination amongst the various stakeholders in the project at field level and to

provide commitment and support to bring in the process changes and overall guidance to the project partners at district level through D.O letter No 1784/IT&C/e-Gov/2011. The departmental share of Revenue Department services is ploughed into the DeGS for maintenance of Mee Seva in compliance to GO Rt. No. 2, dated   3 January 2013.

It is proposed to constitute SeGS at state level to administer the implementation of various e-Governance projects. The share of revenue for Director ESD for Mee Seva services shall be ploughed into the SeGS for maintenance of Mee Seva and other eGovernance projects. Other Departments can also maintain their accounts in SeGS for maintenance of their hardware, software applications databases and other activities required for smooth delivery of Mee Seva services.

Annexure IV: Legal Protocol

In exercise of the powers conferred by Section 90 of the IT Act 2000, the Government of Andhra Pradesh notified APIT (ESD Rules 2011). The ESD Rules 2011 has made it lawful for competent authorities and other statutory authorities to deliver public services adopting the system of Electronic Service Delivery with the use of digital signature certificates. It has also made it mandatory for all public services of each department/agency/body to be delivered in electronic mode within five years from the coming into force of these rules. The ESD Rules has also defined the powers of Director (ESD), facilitated the notification of competent authorities and authorized service providers. It has also provided for audit of the information systems and accounts of the authorized service providers and penalties for contravention of the ESD Rules.

Monitoring Framework:

Advisory Committees have been constituted at State/District / Divisional level vide G.O .Ms. No 13 dt. 26.08.13 for supervising the functioning of Mee Seva centers. The Advisory committees shall monitor, escalate the issues and take action on the following:

- a. Centre readiness as per specification
- b. Training to all Stakeholder
- c. Availability of Secured Stationery
- d. Quality of service delivery
- e. Subletting centres
- f. Analysis of rejected records
- g. Periodical report to Director, ESD (Mee Seva) and Joint Collector & Addl. Director, ESD (Mee Seva).
- h. Resorting to fraudulent practices such as misuse of stationery, collecting of additional charges, and forgery modification in soft copy.
- **i.** Any other irregularities which are against the quality service delivery.

Director (ESD) shall define a clear protocol to undertake periodic and surprise inspections of Centres for checking the same with the help of Addl. Directors and e-district managers.

Authorities are vested with powers to impose penalties as specified in G.O.Ms. No 13 dt 26.08.13 in any of the following eventualities:

- a. Contravention of Rules
- b. Committing Fraud
- c. Misrepresentation

SECURE STATIONERY AND CERTIFICATE VERIFICATION PROTOCOL - MANDATORY CHECK BY RECIPIENT DEPARTMENT OFFICIALS FOR AUTHENTICITY OF MEE-SEVA CERTIFICATES (G.O M.S 10 dt 18.10.2011 clause 16 (a&b) : Additional safeguards:

- Individual Departments have to invariably cross-check the certificate/copy of the certificate submitted by the citizen with the certificate available in the State Electronic Certificate Repository (SECR). This check can be done by doing a search on the Mee Seva site (meeseva.gov.in) based on the Application Number (available on the Mee Seva Certificate submitted by the citizen).
- If the certificate retrieved (from SECR) after doing a Search matches with the certificate submitted by the Citizen, then the Competent Authority from the department can endorse on the certificate submitted by the citizen as "verified" and can then go ahead with next steps/ actions. If the certificate (from SECR) doesn't match with the certificate submitted by the citizen, it should immediately be brought to the notice of the undersigned / Director (EDS), so that appropriate action can be initiated.

- DIRECTOR, EDS, shall be responsible for ensuring that the secure stationery features as mentioned in Annexure - III are adhered to by the vendor.

- A monthly compliance report of mandatory inspections of the stationery and frauds detected if any along with action taken report to be submitted by office of Director, EDS to Secretary, ITE&C every month.

OPENING OF NEW MEE SEVA CENTERS –

In order to achieve the goal of 'any service - any where', opening of more number of centers became imperative to cater to the increasing demand of services by the citizens. GO MS. No. 45 Dated 09.10.2012, IT & C (Infra) department contains comprehensive guidelines for issuing new Mee Seva centers keeping proximity, population and public convenience as key parameters. When GO MS 45 was challenged in court, in compliance to the orders issued by Hon'ble High Court and taking into cognizance, the recent Draft Guidelines on CSC 2.0 circulated by DeitY, GOI, the following guidelines/directions are hereby issued to District eGovernance Societies (DeGS) for setting up new CSCs (Mee Seva Centers) henceforth:

Hon'ble High Court of A.P has given the following orders in WP 21959/2013 concerning opening of new Mee Seva centers:

"In the light of the above discussion, while this Court is not inclined to interfere with the impugned G.O., it however, feels it appropriate that respondent No.1 evolves proper criteria to be followed by the DeGS for identifying the Villages for establishment of additional Centers. The criteria must be based on the three aspects mentioned in para-9 of the impugned G.O. i.e., population, proximity and public convenience in order to ensure that there will be uniformity in the matter of number of Centers to be established in all the districts in the State of Andhra Pradesh. While fixing the criteria, respondent No.1 shall keep in mind the viability of the Centers, both existing and additional, as of paramount consideration, besides public convenience. Till such criteria are evolved and communicated to all the DeGS, the respondents shall not open new Centers."

In compliance to the orders issued by Honble High Court and taking into cognizance, the recent **Draft Guidelines on CSC 2.0 circulated by DeitY, GOI,** the following guidelines/directions are hereby issued to District eGovernance Societies (DeGS) for setting up new CSCs (Mee Seva Centers) henceforth:

1. There should be at least **one Mee Seva Centre per Gram Panchayat**, subject to the condition of **one center up to 5000 population**. In Gram Panchayats, where habitations are dispersed and spread out especially in forested areas/ hill areas/ tribal areas/arid regions/inaccessible terrains, DeGS can permit additional centres to be set up in those habitations with population lesser than 5000 .

2. In Mandal HQ towns/ Municipalities/ Municipal Corporations the criterion of one center per 5000 population to be followed and also ensuring the people in different wards have equitable access to the centers.

3. It is also clarified that, the above guidelines while safeguarding the centers with satisfactory performance, would not come in the way of DeGS to cancel the permission for those centers which have failed to serve the citizens satisfactorily according to orders issued by the Government from time to time. Hence it would still retain the flexibility to open new centres, in place of the closed centers subject to conditions in points 1&2. This is a clause to safeguard the citizens from the monopoly of non-performing centers as per orders of the Government.

The increasing number of services that are coming under the fold of Mee Seva and the fact that parallel manual transaction route is forbidden will definitely add on to the demand from the citizens for Mee Seva Services. Apart from the G2C (Government to Citizen) service the centers are also offering B2C(Business to Citizen) Services like utility bills, telephone bills etc., and also services like Xerox, Internet, Financial Inclusion Services making them financially sustainable. Several Village Level Entrepreneurs have made creative use of several such opportunities and topped up their earnings apart from earnings from Mee Seva services.

The Chairpersons of DeGSs shall follow scrupulously the above guidelines while issuing orders for setting up of the new Mee Seva Centres.

Annexure V: Fund Transfer Protocol

Mee Seva Program Advisory committee shall seek to manage Mee Seva Service Delivery on a self-sustainable mode. Towards this purpose G.O. No. 29 dated 25th July 2012 provides for the quantum of user charges to be collected and transferred to the Departments delivering citizen services through Mee Seva platform.

The apportionment of Mee Seva service charges to various stakeholders is as per the agreement.

Mee Seva service delivery approach incorporates a pre-paid (top-up) model for collecting service charges. In this model Service Center Agencies (SCAs) are required to maintain sufficient balance in his Escrow account with Director ESD. Minimum balance for making the SCAs account operational is one days transaction amount, calculated basing on the number of transactions conducted in the last 12 months preceding the month of operation. Similarly, the kiosk operator maintains a sufficient balance in the account of the respective Service Center Agent to process at least a day's value of transactions. Mee Seva system prevents the kiosk operator from processing a Mee Seva transaction if the balance maintained with SCA does not cover the value of the transaction including service charges. In this method, the amounts collected from the citizens shall be transferred to the respective accounts of Departments and to the Treasuries on T+1 basis.

The Funds Transfer protocol envisages faster transfer of the service charges to the respective Departments and other stakeholders through integration with 'Cyber Treasury'.

Office of Director (EDS) and all Mee Seva Service Center Agents (SCAs) shall implement the following steps under the proposed funds transfer protocol:

a. Office of Director(EDS) shall appoint a Nodal Bank for Mee Seva funds transfer operations and communicate the same to SCAs

b. SCAs shall open individual escrow accounts in the Nodal bank

c. Office of Director shall maintain the 'Pooling Account' in the Nodal Bank

d. SCAs shall ensure that sufficient balance exists in the SCA's escrow account (in the nodal bank) to allow unhindered processing of Mee Seva transactions by all its kiosk operators

Flow of Transaction:

- Citizen visits Mee Seva Kiosk to avail the service and pays requisite amount.
- Kiosk Operator enters the service specific details and submits the request.
- Kiosk operator top-up/virtual balance is reduced by transaction amount.
- SCA top-up/virtual balance is also reduced by transaction amount.
- At the End of the Day, SCA Escrow Account will be debited for that day's collection and transferred to Director, ESD Pool Account as given below.
- At T+1 amount will be transferred from Director, ESD Pool Account to Treasury as well as Department, DEGS, SCA, CSPs etc.
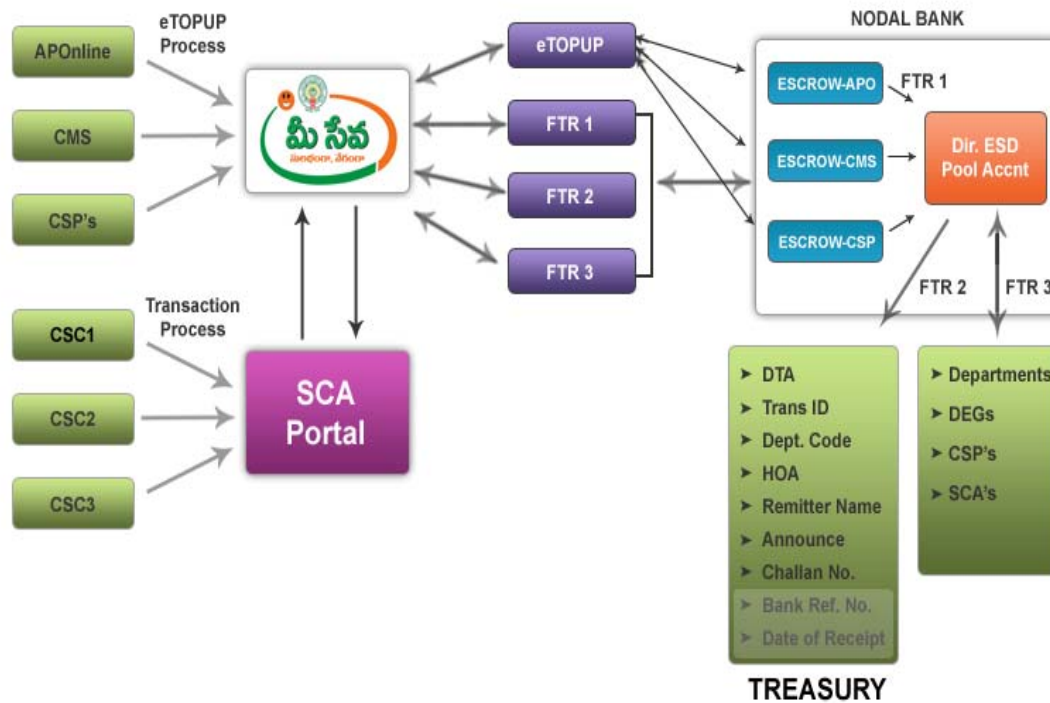
STAGE1: Transfer of Amounts from SCA Escrow Accounts to Director, ESD Pool Account (FTR1)

1. Once the services are stopped @11:30 in the night, Mee Seva Consolidates all the services transaction amounts pertaining to that day, SCA/CSP wise and generates FTR1 (Fund Transfer Remittances) as per the format shared by the bank.

2. Once the FTR1 is generated, it will be pushed (ftp) to Bank Server around 4:00 AM for pulling the previous day transaction amounts from the respective SCA/CSP Escrow Accounts to Director, ESD Pool Account.

3. Bank process the file around 10:30 AM and transfers the funds from SCA/CSP Escrow Accounts to Director, ESD Pool Account and updates the status of transfers against each of the record along with Bank reference no and places the response FTR1 in a separate folder around 11:30 AM.

4. Mee Seva pulls the file from Bank Server around 11:45 AM and updates the status (success or failure) of each record in Mee Seva server.

STAGE2: Transfer of Statutory Funds from Director, ESD Pool Account to Treasury (FTR2)

1. Once the services are stopped @11:30 in the night, a Scheduled Batch Job triggers around 12:01 AM and populates the DTA Table as per the DTA format by generating Challan no's against each transaction containing the following information:

   a. Trans Id
   b. Department Code
   c. DDO Code
   d. Head of Account
   e. Remitter Name

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      f.   Amount

      g.   Challan Number

2. After completion of the above activity another Batch Job will be triggered to create FTR2 file as per the format shared by Bank.

3. The above FTR2 file will be pushed/ftp to Nodal Bank server around 1 PM for processing the Treasury payments.

4. Bank Processes the FTR2 around 4:00 PM and transfers the funds to Treasury from Director, ESD Pool Account as per the information available in FTR2 (T+1).

5. As soon as the processing of FTR2 is completed, Bank updates the status along with Bank reference no's and Date of Receipt and keeps the FTR2 response file in the FTP folder around 5:00 PM.

6. Mee Seva pulls the FTR2 Response file around 5:30 PM and updates the status in the Mee Seva database.

7. Bank submits the scrolls to DTA on the next working day (T+2).

8. Mee Seva provides online reports to Treasury and Departments to monitor the Treasury payments.

STAGE3: Transfer of Non Statutory Funds from Director, ESD Pool Account to Departments, SCAs, DEGS etc. (FTR3)

1. Once the services are stopped @11:30 in the night, another Scheduled Batch Job triggers around 1:00 AM and populates the Department Payments (non statutory amounts including SCA/CSP Share) Table as per the FTR3 format.

2. After completion of the above activity another Batch Job will be triggered around 1:30 AM to create FTR3 file as per the format shared by Bank.

3. The above FTR3 file will be pushed/ftp to Nodal Bank server around 1:00 PM for processing the Department & SCA/CSP shares.

4. Bank Processes the FTR3 and transfers the funds to Departments & SCA/CSPs/DEGS from Director, ESD Pool Account as per the information available in FTR3 (T+1).

5. As soon as the processing of FTR3 is completed, Bank updates the status along with Bank reference no's and keeps the FTR3 response file in the FTP folder around 2:00 PM.

6. Mee Seva pulls the FTR3 Response file around 3:00 PM and updates the status in the Mee Seva database.

7. Mee Seva provides online reports to all Departments, SCAs, DEGS, and CSPs to monitor the payments.

The Mee Seva Service Provider (i.e. APOnline) shall incorporate appropriate checks in the system to prevent processing of a Mee Seva transaction if sufficient balance equivalent to the total value of the transaction (i.e. inclusive of all service charges) is not available in the escrow account of the respective SCA, maintained in the nodal bank.

On a daily basis Mee Seva Service Provider (i.e. APOnline) shall send the following details electronically in a secure manner to the Nodal bank:

    a. Details of Mee Seva Transactions processed containing the Challan number for each transaction, the amounts to be   to be transferred to Departments, Office of Director(EDS) and SCAs, and other transaction related details

Mee Seva service provider shall implement required integration interfaces with 'Cyber Treasury' to ensure the above Funds Transfer Protocol.

G.O. Rt.No.2 dated 3rd January 2013 provides guidelines for utilization of funds transferred from Mee Seva service charges as DeGS/ participating Departments' share.

Annexure VI: Maintenance Protocol

As a part of Mee Seva Software Maintenance, the identified agency need to perform the below activities for the smooth running of the operations.

1.　　　The Maintenance team should have below groups in order to support the smooth running of the project.

   a.　　Development Team (team size can be ascertained based on the requirement of new services development).

   b.　　Maintenance Team:　Based on the no of services offered in Mee Seva and the complexity of services and other technical & operational support activities,　team size has to be finalized and assign the activities depends on the service group.

   Based on the existing offered services (other than SSDG & eDistrict), the team needs to be structured as given below. However in future the team size may vary based on the no of services & other applications added time to time:

S. No	Maintenance Activity	Description	No of Team Members Needed
Mee Seva SW Maintenance Activities & Team Details			
1	DISCOM Services	Total 35 Services (NPDCL - 13, EPDCL -10, CPDCL -5 and SPDCL -7) and each DISCOM has its own process hence need 2 resources	2
2	Agriculture Department Services	3 Mee Seva Services & 33 OLMS services Integration Support.	1
3	Civil Supplies Services	At present, 1 person is required for supporting existing 3 services & once 9 new services are added we need one more person to support	1
4	CDMA & GHMC Services	Total 14 Services , 2 dedicated team members are required to support both these department services.	2
5	Registration Department	1) To support, EC, CC & Hindu Marriage Registration Services. 2) EC is more complex service and there is lot of dependency on department server wrt to technical issues faced on day to day basis which requires continuous follow up with Department to close the issues.	2
6	Industries & Commerce, IT&C, UIADI, Mines & Geology incentive services	Total 27 services of 4 Departments	1
7	Revenue I (Hyderabad & District Administration Services) & Prajavani & SSLR	3 Hyderabad Services & 4 District Administration Services, Prajavani & SSLR	1

8	Revenue III (Large Volume Services)	To maintain 14 of large volume transaction services	2
9	Revenue II (Complex Services)	All 6 services such as PPB, Mutation, Adangal, ROR etc. where Mee Seva is integrated with Webland application as these are complex and continuous follow-up is required with department in resolving issues	1
10	Revenue IV (Other Services)	Maintenance of 40 low volume transaction services	1
11	EFTS	2 persons are required for this module due to these activities 1.Frequent changes in charges 2. Adding new services 3. Reconciliation 4. Adding New SCA and sharing pattern 5. Reports 6.Integration with other agencies like SSDG and eDistrict	2
12	SCA Payment Gateway Component & Webservices Monitoring, Online Portal Support, Portal Content & Document Publishing	1) This will be used for all SCA Payments in Mee Seva, SSDG, eDistricts & Other Departments where they have already developed services like Agriculture (Online License Management) etc. 2) Monitoring of Webservices: Department Webservices integrated with Mee Seva (Webland, CARD,CGG, CDAC etc.) SCA Webservices integrated with Mee Seva. Mee Seva Webservices (status updation, reconciliation etc.) shared with Departments. Mee Seva Webservices (reconciliation, SSDG, eDistrict etc.) shared with SCAs, SSDG, e District teams. web service	1
13	Framework Support, Synch Fusion (PDF Generation) tool, Data Posting Monitoring, MRTS, Stationary Tracking, TMS	Framework of Franchisee Portal & Department Portal, Transfer Protocol, pdf signing, pdf generation monitoring, data posting monitoring	1
14	Capacity Building	Initially 1 person will be placed, later based on the workload we may need to increase the strength	1

c.   Support Groups: Apart from the software development & Maintenance team, there should be dedicated support groups such as Testing Team, Database Administration, Infrastructure Maintenance & Technical Support teams as defined below:

DB	Database Development, Maintenance & Administration	5
Testing Team	Testing new services as well as changes in the existing services	5
IS Team	To support all the Mee Seva infrastructure related activities	4
Technical Support	To support Kiosks as well as all the Department officials	6

2.   Maintenance Activities: As part of software maintenance, the agency need to perform the below activities:

   a.   Handling Change Requests (CR):
- i. In the present system, the changes requests are raised through the below mechanism by the various stakeholders.
  - MRTS (Mee Seva Request Tracking System)
  - Emails
  - Meetings
  - Trainings & Video Conferences
- ii. Once the CR is received by any stakeholder, maintenance team understand and analyze the requests.
- iii. For every CR, maintenance team does the impact analysis of the CR and submits the details to concern department for their approval.
- iv. Even if there is no impact on the system, still the department approval is required for implementing the CR.
- v. Based on the Department approval, maintenance team will work on the CR and send it to Testing Team.
- vi. On confirmation from testing team, informs the Department for UAT confirmation.
- vii. On confirmation, team deploys the change in the production.
- viii. In case if the CR is for development of new report, maintenance team works on the report along with the DB team and implements the report.

   b.   Handling Problem Requests (PR)/Bugs:
- i. Collate all bugs reported by various stakeholders of the project
- ii. Analyse the bugs
- iii. Fix the bugs
- iv. Tests the fix
- v. On confirmation from testing team, fix will be deployed on the system

   c.   Regular DB Maintenance Activities
- i. Database Administration
  1. Performance Tuning
  2. Query Optimization
  3. Monitoring Database backups
  4. Data archival
  5. Index Tuning
  6. Review of Database Objects
  7. Scheduling SQL Jobs & its Monitoring
- ii. Query Support to all the stakeholders
- iii. Database High Availability Maintenance (Backups , log shipping & replication)
- iv. Transactions Reconciliation
- v. EFTS Maintenance
- vi. MIS Reports Enhancements (adding new services)
- vii. Bug fixing

        viii.   New User Creations (Department Users)

d.   Technical Support Activities (MRTS Team)

        i.   Logs all calls & mail issues reported by various stakeholders in MRTS
        ii.   Coordinates with Maintenance Team and Updates the status of issues in MRTS & inform user
        iii.   Escalates issues to Maintenance Team (thru MRTS)
        iv.   Call users wherever it required and update the status
        v.   Provides Support users by remotely logging into their system
        vi.   Provides support based on FAQ

e.   Hard Ware Maintenance Activities: As part of Mee Seva Infrastructure maintenance, the agency should perform the below activities:

        i.   Data Centre Maintenance (APSDC):

        1.   Hardware installation & Maintenance
        2.   Server software installation & Configuration
        3.   Network configuration
        4.   Hardware capacity sizing management
        5.   Regular Server health Monitoring
        6.   Internet Bandwidth Management & Utilization Monitoring.
        7.   Network Connectivity monitoring & port access
        8.   New Applications Security Audit by third party.
        9.

        ii.   Regular Mee Seva IS Activities (Mee Seva Maintenance):

        1.   New Server software installation & Configuration
        2.   Application server configuration & Troubleshooting
        3.   Database Server High Availability Configuration & Monitoring
        4.   Application & DB Server performance optimization
        5.   Regular server health monitoring (CPU, Memory utilization)
        6.   Sharing performance and availability reports to stake holders.
        7.   Regular websites and services availability monitoring
        8.   Disk space management & Report generation
        9.   SCA Webservices access and availability monitoring
        10.   Internal team software requirement installation & Troubleshooting
        11.   Domain user account management and developers required CR's implementation.
        12.   Co-ordinating with APSDC team for all data centre queries
        13.   Daily server event logs and Application logs monitoring and analysis
        14.   Backup management of Application, Database & File Servers.
        15.   VMware virtualization installation, configuration & Monitoring
        16.   DR Site data replication Management
        17.   Servers Security Audit Management & fixing the security gaps.(quarterly)
        18.   Conduction Portal Vulnerability Audit (quarterly).

iii. Department Server Maintenance: All the Service Departments who have integrated with Mee Seva for delivering their services have to take care of their server maintenance either through their own software vendor or themselves.

iv. SSDG & e District Server Maintenance:

Annexure VII: Capacity Building Protocol:

Whenever new services are added to Mee Seva capacity building of Kiosk operators and department officials is required to deliver these services to the citizens properly. As a part of the Capacity Building training Program Mee Seva is providing different types of trainings to the Kiosk operators and Department officials. To handle and monitor these trainings a system called as Capacity Building Management System (CBMS) has been developed and maintaining.

The following are the Delivery Channels of Capacity Building:

1. Class Room Training.
2. Hands on Training.
3. Training through Video Conference.
4. ManaTV Live.
5. CB Online Test

AP Society for Knowledge Networks (APSFKNW)/IEG, a society under the IT&C department shall be taking care of the Capacity Building activities. The District Development Manager (DDM) of APSFKNW shall be responsible for all Mee Seva Capacity building activities within the district.

The roles and responsibilities of the various committees involved in this effort is given below.

Capacity Building Committees and Roles & responsibilities:

Committees	Members	Roles & Responsibilities
State Level Capacity Building	1. Director, ESD 2. ITE&C representative 3. Director, IEG 4. System Integrators' representatives 5. Any other person nominated by Director, ESD 6. SCA's Representatives	✓ Review on District wise monitoring ✓ No. of training conducted, Dept wise & KIOSK wise. ✓ Analysis on the Capacity Building ✓ Review on training material. ✓ System Integrators review on Capacity Building. ✓ Monitoring the SCA's
State Level Operational	1. CEO, IEG 2. Director, IEG 3. Representative of ESD 3. IT&C Department Representative 4. System Integrator's Representative 5. SCA's Representative.	✓ Planning Co-Ordination, execution. ✓ Conducting TOT's training ✓ Publish the calendar ✓ Daily monitoring the calendar ✓ Review with SCA's on KIOSK training ✓ Training material preparation

	6. Capacity Building SPOC's from Departments 7. All concern CB Team	✓ Budget proposal (Capacity Building) ✓ Conducting the online test, Analysis, Certification. ✓ Monthly reports to collectors to Districts ✓ Services feedback / Trainings ✓ Venue locations identification
District	1. District Collector / Jt. Collector 2. Nodal Officer of the Department 3. EDM's / DeGS 4. DDM's, IEG 5. SCA Managers 6. Any Other person nominated by	✓ Monitoring the Capacity Building Plan / Calendar ✓ Monthly review with Department SPOC's / District SCA's Managers / DDM's. ✓ Analysis on online test ✓ Module wise / Service wise trainings ✓ Distribution of certification ✓ RDO's training centres review ✓ MANA TV ROT's ✓ Nominations / Attendance / Test / Monitoring

Capacity Building Workflow Sequence:

    a. A new service is conceived.

    b. The service is designed and implemented by the System Integrator.

    c. The information on the new service along with the User Manual is provided by the System Integrator to APSFKNW(IEG) with intimation to IT&C department.

    d. APSFKNW(IEG) will prepare training manuals based on the user manuals.

    e. APSFKNW(IEG) will determine the number of user manuals and training manuals and pass on the soft copy of the manuals along with the count to APTS. Director ESeva would issue a print order to APTS.

    f. Training schedule will be created based on different modes – JKC/ RDO Centers/ MANA TV/ Video Conferencing.

    g. Communication letters will be sent to the Departmental HODs for deputing Master Trainers for imparting training to the departmental trainers from the districts.

    h. Communication will be sent to District collectors asking for

        i. Trainers (for training department officers)

        ii. Trainees (department officer nominations) into the training program.

    i. Communication will be sent to SCAs asking to enroll kiosk operators into the training program.

j. APSFKNW(IEG) DDMs (District Development Managers) would collect the information on the department officers, kiosk operators and enroll them into the capacity building program using the MIS.

k. The training session as per the mode determined would be conducted.

l. Online Test will be conducted to all Kiosk Operators on Module Wise (Services).

m. Monitoring, Feedback, Assessment and reporting would be undertaken by the APSFKNW and passed on to the IT&C department.

n. Certification and credits: After successfully clearing the assessment, the kiosk operator or the department officer would be given credits appropriately. The number of credits may be utilized as a criterion for the IT&C department for recognitions.

Annexure VIII: Publicity Protocol

Publicity of all the Mee Seva services is extremely essential to carry the information to the last mile i.e. the citizens, who are the key beneficiaries of Mee Seva.

Director ESD has innovatively devised an exclusive publicity protocol utilizing various media platforms such as: electronic media, television, print media, and display boards etc. along with established PR techniques to connect with various stakeholders of the projects.

Mee Seva publicity protocol incorporates various key elements, which facilitates establishing communication with stakeholders and disseminating information on various segments of Mee Seva, such as: capacity building, awareness, stakeholder motivation & enhanced participation, feedback/grievance management, conflict resolution, developing common interactive forums etc. The key elements of Mee Seva publicity protocol are explained below:

1. Poster & Hoarding placement at all important locations: Bus stations, Railway stations, Business centres, Primary Agriculture Cooperative Societies (PACS), and Public parks etc.
2. Poster distribution to SCAs, VLEs, Kiosks, Department offices (MRO office, Education office, Agriculture office etc.), District level offices, Mandal offices, and Gram panchayats etc.
3. Newspaper advertisements on Mee Seva covering all Mee Seva services (at least one advertisement per quarter).
4. Running visual advertisements in Cinema halls, TV channels, and RTC buses etc.
5. Hoarding placement at District Collector office; as citizens come there for grievance redressal.
6. Mass voice SMS to Self Help Group women on new Mee Seva services with the help of SERP, IKP, and Rural Development department etc.
7. Conducting awareness programs in recognized colonies in urban areas.
8. Keeping display stalls in various exhibitions across the state.
9. Conducting "Mee Seva Run" across the state involving citizens' participation.
10. Integration of online Mee Seva Portal with IT companies Intranet Portals.
11. Google advertising (online advertisement) by placing Ad words. Search engine optimization (SEO) to improvise Mee Seva page listing in web search.
12. 'Mee Seva Rural Outreach Campaign' will be launched to promote existing and new services among citizens. Three vehicles will be hired and fitted with LCD TV, generator, and 3G connectivity. The publicity team will cover all the districts of the state in one month.
13. An academic chapter has to be included in 10th class curriculum on Mee Seva, as Mee Seva services impact every citizen from birth to death; there is a need to educate students, who are going to be future digital citizens.

Annexure IX: Awards & Rewards

Mee Seva Framework would have a dedicated system towards constant encouragement of the people involved for the speedy and transparent delivery of services.

The evaluation shall be carried by a Committee comprising of Prl. Secretary (ITE&C), Prl. Secretary (Finance) or his representative, Prl. Secretary (Services) or their representative.

The performance evaluation of Officials shall be considerably effective at State Level, Department Level, District Level & Mandal level setup, while the performance for the Mee Seva centers would be carried out at Urban and Rural areas.

In order to encourage good work and to create a sense of competition amongst all the stakeholders the following system of Awards is proposed –

- Gold silver and bronze awards for the district having the maximum number of transactions
- Gold award for the district having maximum % disposed within SLA beyond a minimum cutoff limit of transactions.
- Gold, silver and bronze awards for each of the functionaries like MROs, Municipal Commissioners etc. who are the final approving authority in these transactions
- Gold silver and bronze awards for the kiosk having the maximum number of transactions in urban areas
- Gold silver and bronze awards for the kiosk having the maximum number of transactions in rural areas

All these Awardees shall be given 5 marks for the Gold, 3 for silver and 2 for bronze and these marks shall be added to their performance appraisal while considering them for counselling for transfers. Besides these, Awards shall also be given by the Secretary ITE&C to those functionaries, who have rendered outstanding service in development of services and roll-out of Mee Seva. These Awards however shall not be considered at the time of counseling.

Annexure X: Grievance Management Protocol:

In order to attend to the grievances of the citizen, a grievance protocol has been established.
A help desk comprising of Consumer Care Number 1100 called Parishkaram center is maintained by Director, ESD. The Parishkaram Centre will be responsible to provide

1) Initial / Instant Information Services

2) Handling of Grievances

Provisions have been made at the Parishkaram centre to establish a Customer Care Number 1100 which could be accessed from any other service provider's network. The Director ESD ensures that the agents are trained to provide initial and instant information / feedback for the customers.

The grievances / complaints are registered by the agents and the customer shall be informed about the SLA within which the recorded grievance would be addressed. 1100 facilitates registration of customer complaint and resolution depends on the complexity of the issue involved. The registration of the complaint is done through MRTS (Mee Seva Request Tracking System). It is a web based Ticket and Change Request raising and tracking tool. Every complaint shall be registered by giving a unique request number, which is captured in the MRTS. The request number along with date and time of registration and the time limit for resolution of the complaint would be communicated to the consumer through SMS. The customer shall also be informed of the action taken through SMS.

The grievance is redressed by concerned Stakeholders of Mee Seva and Director, ESD shall review the performance and ensures timely issue resolution status report/feedback with respect to a particular MRTS request.

The MRTS system facilitates tracking of requests "who requested what-when requested-what was done to address the request-who handled the request-how much time it took them". Request Tracker is easy to use, where one screen records all information about a single request. Extensive search capabilities allow the user to identify similar problems or requests that were handled in the past, making the solutions instantly available. This information is used as a ready reckoner to the Parishkaram team.